

## AMENDMENTS TO THE SPECIFICATION AND ABSTRACT

*In the specification, page 2, in the title preceding paragraph [0006], please amend as follows:*

### Brief Summary Disclosure of the Invention

#### **Problems that Invention is to Solve**

*In the specification, page 2, paragraph [0006], please amend the paragraph as follows:*

Nevertheless, in order ~~that~~for customer information ~~should to~~ be managed on a manufacturer side of home appliance products or the like, complicated processing such as collection of documents is required as described above, and hence time and effort are necessary. On the other hand, accurate customer information could not be acquired in case of duplicated registration or registration with mistaken information.

*In the specification, page 3, in the title preceding paragraph [0011], please amend as follows:*

#### **Means to Solve the Problems**

*In the specification, pages 3 and 4, paragraph [0011], please amend the paragraph as follows:*

In order to ~~solves~~solve the above-mentioned problem, the customer management system according to the present invention is characterized by a customer management system including a

home appliance device connectable to a network and a management apparatus which manages information concerning a customer, the home appliance device and the management apparatus being connected to each other via the network, wherein the home appliance device includes: a reading unit which reads the customer information concerning a customer from a recording medium; a manufacturing number recording unit which holds a manufacturing number provided at a time of manufacturing of the home appliance device; a transmission record preparing unit which prepares a transmission record that describes at least one of function information assigned on the basis of a usage form of the home appliance device, the customer information, and the manufacturing number; and a transmitting unit which transmits the transmission record to the management apparatus, and wherein the management apparatus includes: a receiving unit which receives the transmission record; a transmission record reading unit which reads information described in the transmission record; and an analysis unit which analyzes the read information.

*In the specification, page 6, in the title preceding paragraph [0019], please amend as follows:*

~~Effects of the Invention~~

*In the specification, page 7, in the title preceding paragraph [0022], please amend as follows:*

~~Numerical References~~

*In the specification, pages 7 and 8, paragraph [0022], please amend the paragraph as follows:*

- 100 User's home
- 101a, 102a, 103a, 104a IC card reading unit
- 110 Internet
- 120 Manufacturer
- 121 Management apparatus
- 122 Server apparatus
- 200 Network home appliance
- 201 IC card reading unit
- 202 Transmission record preparing unit
- 202a First time determination unit
- 202b Function code generating unit
- 202c IC card information storage unit
- 202d Function code list storage unit
- 203 transmission record transmitting unit
- 204 Merchandise manufacturing number recording unit
- 205 Apparatus control unit
- 210 Management apparatus
- 211 transmission record receiving unit
- 212 Customer database duplication check unit
- 213 Database recording unit

- ~~214 Data analysis unit~~
- ~~215 Database updating unit~~
- 216 Utilization charge calculation unit
- ~~217 Customer database~~
- ~~218 Merchandise database~~
- ~~219 Utilization information database~~
- ~~301 First time transmission record~~
- ~~302 Usage transmission record~~
- ~~401 Customer data table~~
- ~~402 Merchandise data table~~
- ~~403, 900, 901 Utilization information data table~~
- ~~1000, 1001 Function code list table~~

*In the specification, page 8, in the title preceding paragraph [0023], please amend as follows:*

~~Best Mode for Carrying Out~~ Detailed Description of the Invention

*In the specification, page 23, in the title preceding paragraph [0090], please amend as follows:*

~~Industrial Applicability~~

***In the Abstract, please amend as follows:***

~~In order to provide a~~ A ~~customer information control management system that allows~~  
~~allowing a manufacturer fabricating that fabricates~~ network home appliances to perform accurate  
management of customer information, usage function information, and the like ~~in the regarding~~  
usage of a network home appliance, ~~the customer management~~ The system according to the present  
~~invention is constructed from~~ includes a management apparatus 210 and a network home appliance  
200 connected to each other ~~via the Internet 110~~. The network home appliance 200 ~~comprises;~~  
includes an IC card reading unit 201 ~~operable to read~~ reading customer information recorded in an  
IC card; a transmission record preparing unit 202 ~~operable to prepare~~ preparing a transmission  
record; a transmission record transmitting unit 203 ~~operable to transmit~~ transmitting the  
transmission record to the management apparatus 210; and a merchandise manufacturing number  
recording unit 204. The management apparatus 210 ~~comprises;~~ includes a database updating unit  
214 ~~operable to automatically update~~ updating data recorded in a database; a data analysis unit 215  
~~operable to analyze~~ analyzing data by using information recorded in the received transmission  
record, ~~and a~~ customer database 217, a merchandise database 218, and a utilization information  
database 219, ~~and the like~~.